

# Grievance procedure

A grievance complaint will be filed by any individual who is dissatisfied with a service performed by any employee of the North Slope Borough Health and Social Services Agency. The forms for filing a complaint will be made available by contacting:

- 1) The receptionists at the lobbies of both the Matsutani and Greist Buildings,
- 2) A member of your Village Health Board,
- 3) Your Village Health Aide, and
- 4) Any employee of the North Slope Borough Health and Social Services Agency.

All complaints will be mailed to the attention of the North Slope Borough Health and Social Services Agency, Inupiat Health Board Coordinator, Box 69, Barrow, Alaska 99723.

The Inupiat Health Board Coordinator will review and forward the complaint to the Deputy Director of the program involved. The Deputy Director of the program will call a reconciliation meeting with the parties involved to investigate and gather all pertinent facts for resolution. If the meeting does not produce satisfactory results to both parties, the complaint will be forwarded to the grievance committee.

The Barrow Health Board (BHB) has agreed to be the Grievance Committee for the Inupiat Health Board (IHB). The panel of the Grievance Committee will consist of all the members of the BHB. An employee other than the person involved, preferably the Program Director of the program involved, will attend the hearings, should there be questions as to enforcement of proper procedures. The BHB will determine the officers and size of the panel.

The purpose of the grievance hearings is to resolve complaints and to formulate various means for better communication by making recommendations to the IHB. The grievance hearings will be during the regular meetings of the BHB.

If the complainant cannot be present, he/she may designate

a representative to act on his/her behalf. The proceedings of the hearings will not be recorded or repeated by any person attending the hearings in any way to ensure confidentiality. Patient/client records must have been authorized by signing a release of information form from the individual or individuals' guardian filing the complaint.

Notification of the hearing will be arranged at least one week in advance. It is the policy of the committee that all parties involved will have the opportunity to be heard. Once everyone has made their presentations, the committee will ask the parties to leave. The deliberation period will be at the discretion of the BHB. During this period, the BHB will then take action for resolution. The parties will be notified of the action taken in no more than one week.

If the hearing does not produce satisfactory results, the parties involved will be advised to seek other legal action.

A summary of the hearings will be reported to the IHB at their regular quarterly meetings. The report will cover any program recommendations that have arisen from the proceedings of the hearings.

## TO WHOM IT MAY CONCERN:

The following "Grievance Procedure" along with its form was approved by the Barrow Health Board and the Inupiat Health Board.

The Barrow Health Board members who are the Grievance Committee members, are:

Alice R. Neakok, Chairperson

Alice Solomon, Vice-Chairperson

Mary Edwardsen, IHB Representative

Marie K. Simmonds, Secretary

Jane Patkotak, Member

Mae Kaveolook, Member